

**Request for Quotation and Qualifications Number  
T12-RFQQ-014**

for

**Information Technology Professional Services  
Annual Refresh**

by the

**Washington State  
Department of Enterprise Services**

**Released on February 17, 2012**

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# SECTION 1

## INTRODUCTION

### 1.1 Background

The Department of Enterprise Services (“DES”) is a diverse agency with a mission to deliver innovative, responsive and integrated services. DES is committed to enabling government to best serve the people of Washington. Its expertise covers a wide range of services, including information technology master contracts for use by other state agencies, local governments, and public benefit non-profit corporations. DES also operates the state’s Internet portal, Access Washington <<http://access.wa.gov>>, offering a single point of entry for citizens and business to government information and services. For more information about DES, visit the DES Web site at <http://des.wa.gov/>.

The state of Washington is a recognized leader in integrating technology into state government to improve efficiency, effectiveness and responsiveness for our citizens. When sufficient state resources to adequately support related projects are not available to undertake and complete required work within the time frame necessary, the state may acquire supplemental services of contracted personnel to work on Information Technology Professional Services (“ITPS”) projects independently, as requested by Purchasers. These contracted personnel must meet requirements for specific information technology industry skills and experience.

A wide range of state agency representatives collaborated to prepare the requirements of the ITPS contracting program (“ITPS Program”), including this acquisition and its related contracting process. DES promotes and encourages the use of enterprise contracting solutions, such as that established by the ITPS Program. However, DES also recognizes that the ITPS Program will not meet all needs of the state for information technology services. Accordingly, Purchasers may continue to acquire such services independently, consistent with their purchasing authority.

### 1.2 Acquisition Authority

Chapter 43.41A of the Revised Code of Washington (“RCW”) as amended establishes the Washington State Office of the Chief Information Officer (hereinafter, the “OCIO”). While the OCIO does not purchase for agencies, it regulates the manner in which state agencies may acquire information technology equipment, software, and services. The OCIO publishes policies and standards that determine when goods and services must be competitively acquired. RCW 43.19.005(2)(b) authorizes DES to establish and make available master contracts to state agencies, local governments, and public-benefit nonprofit corporations on a full cost-recovery basis. Authority for the issuance of this Request for Quotations and Qualifications (“RFQQ”) and the establishment of the resulting Master Contracts is in accord with the OCIO’s policy and RCW 43.19.005(2)(b).

DES also has authority over Personal Services contracts resulting from this RFQQ. Under the provisions of chapter 39.29 RCW, state agencies must file certain Personal Services Contracts with DES. Where contracts are required to be filed with DES, work may not commence and payment shall not be made pursuant to those contracts until a minimum of ten (10) working days have passed after the date the contract is filed with DES. Nor may work commence or payment be made under such contracts until, when approval is also required, the contract has also been approved by DES. In the event DES fails to approve the contract, the contract is null and void.

### 1.3 Purpose

The ITPS Program was established by the Department of Information Services in 2007 in order to improve efficiency when the state has a need to secure contractors to provide certain information technology professional services. The ITPS Program was initially established following a competitive solicitation process similar to this one. A number of vendors were selected as a result of that process and awarded optional-use Master Contracts (“Master Contracts” or “Contracts”). Those Master Contracts are currently available for use by eligible Purchasers such as Washington state agencies, institutions, and political subdivisions.

The ITPS Program is intended to serve the best interests of the state and eligible Purchasers by simplifying the overall acquisition process for such services as well as by reducing the time and costs involved for both Purchasers and the vendor community. This is accomplished by DES’s maintenance of ITPS Program information on a DES web site listing contractor qualifications, availability, and not-to-exceed pricing. The ITPS web site may be easily accessed by Purchasers who may acquire services through a Second-Tier competitive selection process and then enter into a Work Order with the Contractor who offers the best overall value for their specific requirements.

As originally contemplated by the 2007 Request for Quotation and Qualifications establishing this ITPS Program, DES conducted ITPS “Refresh Acquisitions” in 2008, 2009, 2010, and 2011 for the purpose of expanding the existing ITPS vendor pool, allowing new and existing vendors to pre-qualify in additional Technical Service Categories and experience levels, and ensuring that the ITPS Program remains open, competitive and serves the needs of Purchasers. This RFQQ is the 2012 Annual Refresh Acquisition.

### 1.4 Master Contract Term

Any new Master Contracts awarded as a result of this Refresh Acquisition shall have an Initial Term of July 1, 2012, or date of last signature affixed, whichever is later, through June 30, 2013. DES does not anticipate that the term of any new Master Contract awarded pursuant to this RFQQ will be extended beyond June 30, 2013.

### 1.5 ITPS Contracting Program Refresh Acquisitions

DES may continue to periodically conduct additional Refresh Acquisitions for IT Professional Services with substantially the same Technical Service Categories and requirements. Vendors who are awarded Master Contracts under this RFQQ would be eligible to respond in additional or newly-established categories; Vendors who have not already been awarded Master Contracts would also be eligible to respond. DES anticipates that an additional Refresh Acquisition, if any, would occur in February or March of 2013, with new Master Contracts or newly-awarded Technical Service Categories effective on the July 1<sup>st</sup> following such Refresh Acquisition. Refresh Acquisitions may occur more frequently if Purchaser requirements indicate a need for additional Contractors or if new technology or skill requirements emerge. Any additional Technical Service Categories awarded to vendors already holding Master Contracts will be added by amendment.

### 1.6 Definitions

**“Apparently Successful Vendor” (“ASV”)** shall mean a respondent who: (1) meets all the requirements of this RFQQ; *and* (2) receives at least **750** of the **1,000** total points in at least one Technical Service Category – Experience Level combination, as described in Section 7.6, *Vendor Total Service Category – Experience Level Combination Score*. An ASV will become a Contractor upon proper execution of a Master Contract with DES.

**“Business Days” or “Business Hours”** shall mean Monday through Friday, 8 a.m. to 5 p.m., local time in Olympia, Washington, excluding Washington State holidays.

**“Contract” or “Master Contract”** shall mean the Contract document awarded pursuant to this RFQQ, together with all incorporated schedules and exhibits, including this RFQQ and the Response, all Work Orders, and all amendments.

**“ITPS Program”** shall mean the DES-established master contracts that make IT professional services available on an enterprise basis to support statewide technology projects.

**“Mandatory” or “(M)”** shall mean the Vendor must comply with the requirement, and the Response will be evaluated on a pass/fail basis.

**“Mandatory Scored” or “(MS)”** shall mean the Vendor must comply with the requirement, and the Response will be scored.

**“Personal Services”** shall mean professional or technical expertise provided by Contractor to accomplish a specific study, project, task or duties as set forth in this RFQQ, any resulting Master Contract, and any ITPS Program-related Work Request and/or Work Order. Personal Services shall include but not be limited to those services specified in the document located at <http://www.ofm.wa.gov/contracts/resources/overview.pdf>.

**“Price”** shall mean the not-to-exceed hourly rate(s) quoted by the Vendor in their Response as outlined in this RFQQ to be charged, as applicable, for Services rendered under any Contract and any subsequent ITPS Program-related Work Order. All Prices shall be quoted and paid in United States dollars.

**“Purchased Services”** shall mean those services and activities provided by Contractor to accomplish routine, continuing, and necessary functions as set forth in this RFQQ, any resulting Master Contract, or any ITPS Program Work Request and/or Work Order.

**“Purchaser(s)”** shall mean, with respect to use of any resulting Master Contract, Washington State agencies, including but not limited to DES, institutions of higher education, boards, commissions and political subdivisions (e.g., counties, cities, school districts, or public utility districts) as set forth in the Interlocal Cooperation Act, chapter 39.34 RCW, and public-benefit nonprofit corporations that are eligible to receive services from DES under chapter 43.19 RCW.

**“Response”** shall mean the written proposal submitted by Vendor to DES in accordance with this RFQQ. The Response shall include all written material submitted by Vendor as of the date set forth in the RFQQ schedule or as further requested by DES.

**“RFQQ”** shall mean this Request for Qualifications and Quotation, and any amendments or revisions thereto, used as a solicitation document.

**“Services”** may include both Personal Services and Purchased Services and shall mean those Services provided by Vendor relating to this RFQQ and that are appropriate to the scope of this solicitation.

**“State”** shall mean the state of Washington.

**“Subcontractor”** shall mean one not in the employment of Contractor, who is performing all or part of the business activities under a Contract resulting from this RFQQ, or any subsequent Work Order, under a separate contract with Contractor. The term “Subcontractor” means Subcontractor(s) of any-Tier.

**“Technical Service Category(-ies)”** means the Information Technology professional service categories described and set forth in Appendix H to this RFQQ.

**“Vendor”** shall mean a company, organization, or entity submitting a Response to this RFQQ.

**“Work Order”** shall mean the second-tier contractual document issued by a Purchaser and executed between Purchaser and the Contractor.

**“Work Request”** shall mean the second-tier solicitation document developed and issued by the Purchaser to ITPS Program Contractors to request proposals responsive to the Purchaser’s requirements.

## **1.7 Master Contract Use**

This RFQQ is being issued on behalf of the State. The results of this RFQQ may be used by State agencies, institutions, school districts, political subdivisions (*e.g.*, counties, cities, public utility districts, as defined in the Interlocal Cooperation Act, chapter 39.34 RCW), and public-benefit nonprofit corporations that are eligible to receive services from DES under chapter 43.19 RCW.

## **1.8 Multiple Award**

DES expects to enter into multiple Master Contracts with multiple Contractors as a result of this solicitation. It is the intention of DES to establish a broad pool of qualified Contractors to meet the anticipated needs of the ITPS Program.

## **1.9 Quantity/Usage**

Since the Contracts resulting from this solicitation will be designated as “optional-use,” no guarantee of volume or usage can be given.

## **1.10 Overview of Solicitation Process**

As stated in Section 1.3 Purpose, DES is initiating this acquisition for the purpose of establishing additional optional-use Master Contracts, and expanding the number of Technical Service Categories for which current vendors are qualified under the ITPS Program. The release of this RFQQ, Responses received by Vendors, evaluation, Apparently Successful Vendor (“ASV”) selection, execution of any Master Contracts and, where applicable, amendments thereto, and placement in the ITPS Program constitutes, and is referred to as, the First-Tier. The subsequent Contractor selection process used by Purchasers to acquire Contractor services for actual work constitutes, and is referred to as, the Second-Tier.

**First-Tier:** DES intends to execute multiple Master Contracts as a result of this RFQQ. These Contracts will make available to Purchasers a pre-qualified and unranked pool of Contractors capable of providing IT professional services.

**Second-Tier:** Purchasers will conduct Second-Tier acquisitions as follows:

Purchaser shall conduct a Second-Tier competition based on the specific requirements for individual projects among the Contractors with Master Contracts in the pertinent Technical Service Category. Purchaser shall use the Work Request Template attached to the Master Contract to facilitate this acquisition process.

### **Selection Process - Purchased Services**

Purchasers shall conduct Second-Tier acquisitions of Purchased Services consistent with policies and standards adopted by the OCIO ( <http://ofm.wa.gov/ocio/policies/manual.asp> ).

### **Selection Process - Personal Services**

Purchasers shall conduct Second-Tier acquisitions of Personal Services consistent with policies and standards adopted by the OCIO ( <http://ofm.wa.gov/ocio/policies/manual.asp> ), chapter 39.29 RCW

and the State Administrative and Accounting Manual (“SAAM”) chapter 15 (<http://www.ofm.wa.gov/policy/15.htm>).

## **1.11 Types and Components of Contract**

### **Master Contract**

Any Contract resulting from this RFQQ will be designated as a statewide Master Contract. All such Master Contracts aggregate the purchasing volume and satisfy competitive procurement requirements for the solicitation of Information Technology Professional Services for Washington’s state agencies and more than 2,000 local government entities and qualified non-profits. Master Contracts may be used by eligible Purchasers statewide, allowing them to benefit from economies of scale, and providing them access to qualified Contractors available to provide high quality information technology services, and allowing Contractors to benefit by reaching a larger purchaser base. The establishment of any Master Contract will not affect current existing Contracts of the State or the State’s Purchasers.

### **Personal Services Filing and Reporting**

DES is an agency of state government, and therefore falls under authority of chapter 39.29 RCW and chapter 15 of SAAM. These filing requirements usually include initial filing prior to work beginning under any Personal Service Master Contract, as well as any subsequent amendments.

### **Multiple Work Orders**

All services to be performed for a Purchaser under any Master Contract shall be documented in a Purchaser Work Order established between the Purchaser and the Contractor. The Work Order will reference the Master Contract by number, and should include, at a minimum, a description of the scope of work to be performed, the project period of performance, the estimated total cost of the project, and authorized signatures of both parties.

## **1.12 DES Master Contract Administration Fee**

All Master Contracts executed as a result of this RFQQ will be subject to a Master Contract Administration Fee. Collection and remittance of the Master Contract Administration Fee shall be conducted in accordance with Subsection 4.9, *Reporting*, and the provisions set forth in the attached *Appendix B – Proposed Master Contract*.

RCW 43.19.005 requires that DES make available information services to state agencies and local governments and public benefit nonprofit corporations on a full cost-recovery basis.

The ITPS Program Master Contract Administration Fee will be two percent (2.0% or .02) of the purchase price for Work Orders valued up to \$1 million dollars, and will be one percent (1.0% or .01) for Work Orders valued at, or exceeding, \$1 million dollars. The purchase price is defined as total invoice price less sales tax. No taxes will be assessed against this Administration Fee.

The Master Contract Administration Fee will be reviewed at least annually to ensure that the ITPS Program is self supporting.

## **1.13 Funding**

Any contract, including any Master Contract awarded as a result of this procurement or Purchaser Work Orders awarded as a result of ITPS Program Second-Tier acquisitions, is contingent upon the availability of funding.



## SECTION 2

### SCHEDULE

This RFQQ is being issued under the following Schedule. The Response deadlines are mandatory and non-negotiable. Failure to meet any of the required deadlines will result in disqualification from participation. All times are local time, Olympia, WA.

DATE & TIME	EVENT
February 17, 2012	RFQQ issued
February 27, 2012	First-round Vendor questions and comments due
March 5, 2012	State's written answers to first-round questions issued
March 7, 2012	Vendor Pre-Response Conference
March 12, 2012	Second-round Vendor questions and comments due
March 12, 2012	Vendor Complaints due
March 16, 2012	State's final written answers to second-round questions issued
March 14, 2012	State's written response to Vendor Complaints issued
<b>March 22, 2012 – 12:00 p.m. NOON</b>	<b>Responses due</b>
<b>March 22, 2012 – 12:00 p.m. NOON</b>	<b>Client Reference Forms due</b>
April 9, 2012	Evaluation period begins
May 21, 2012	Announcement of ASVs
May 22, 2012	Vendor Request for Optional Debriefing due
May 22 – June 1, 2012	Optional Vendor Debriefings
June 11, 2012	Send Master Contracts to ASVs
June 29, 2012	Signed Master Contracts due to DES
July 1, 2012	Master Contracts effective and made available for purchases

*DES reserves the right to revise the above schedule.*

## SECTION 3

### 3. ADMINISTRATIVE REQUIREMENTS

#### 3.1 RFQQ Coordinator (Proper Communication)

Upon release of this RFQQ, all Vendor communications concerning this solicitation must be directed to the RFQQ Coordinator listed below. With the exception of the Office of Minority and Women's Business Enterprises (reference Subsection 3.21) and the Department of Veteran's Affairs (reference Subsection 3.22), unauthorized contact regarding this solicitation with other state employees involved with the solicitation may result in disqualification. All oral communications will be considered unofficial and non-binding on the State. Vendors should rely only on written statements issued by the RFQQ Coordinator.

James W. Gayton, RFQQ Coordinator  
Washington State Department of Enterprise Services  
P. O. Box 42445  
Olympia, WA 98504-2445

Telephone: 360.407.8771  
FAX: 360.407.9174  
E-mail:  
[itpsrefresh@dis.wa.gov](mailto:itpsrefresh@dis.wa.gov)

#### 3.2 Optional Pre-Response Conference

Vendors who wish to submit a response to this RFQQ may participate in an Optional Pre-Response Conference on the date and time identified in the *Schedule* (Section 2). Vendors are **not** required to attend in order to submit a Response. No teleconference or video conference option will be available for this event. Due to limited seating at this event, DES requests that Vendors limit their representatives to no more than two attendees. The conference will be held from **9:00 to 11:00 a.m.** at the following location:

**Department of Enterprise Services**  
1500 Jefferson Street SE  
Olympia WA 98504

The purpose of this conference is to provide Vendors an opportunity to address questions they may have concerning the RFQQ. Vendors are requested to pre-submit their questions in writing to the RFQQ Coordinator in accordance with Subsection 3.3, *Vendor Questions*, at their earliest opportunity prior to the conference. Verbal answers to additional Vendor questions at the time of the conference will be unofficial. Vendors should rely only on written statements issued by the RFQQ Coordinator.

#### 3.3 Vendor Questions

Two rounds of Vendor questions regarding this RFQQ will be allowed consistent with the respective dates and times specified in the *Schedule* (Section 2). All Vendor questions must be submitted in writing (e-mail acceptable) to the RFQQ Coordinator. Official written DES responses will be provided for Vendor questions received by the respective deadlines. Written responses to Vendor questions will be posted on the DES website at <http://des.wa.gov/services/technology-procurement-announcements>.

**First-Round** – First-Round written questions prior to the Pre-Response Conference are due to the RFQQ Coordinator no later than by the First-Round deadline for Vendor Questions and Comments listed in the *Schedule* (Section 2). DES intends to provide an official written response for First-Round Vendor questions received by this deadline as outlined in the *Schedule* (Section 2).

**Second-Round** – Second-Round written questions after the Pre-Response Conference are due to the RFQQ Coordinator no later than the Second-Round deadline for Vendor Questions and Comments in the *Schedule* (Section 2). DES intends to provide an official written response for Second-Round Vendor questions received by this deadline as outlined in the *Schedule* (Section 2).

The Vendor that submitted the questions will not be identified. Verbal responses to questions will be considered unofficial and non-binding. Only written responses posted to the DES web site listed above will be considered official and binding.

### **3.4 Vendor Comments Invited**

Vendors are encouraged to review the mandatory requirements of this RFQQ carefully, and submit any comments and recommendations to the RFQQ Coordinator. Where mandatory requirements appear to prohibit or restrict your firm's participation, an explanation of the issue with suggested alternative language should be submitted in writing to the RFQQ Coordinator by the deadline for Vendor Questions and Comments in the *Schedule* (Section 2).

### **3.5 Vendor Complaints Regarding Requirements and Specifications**

Vendors are expected to raise any questions, exceptions, or requested additions they have concerning the RFQQ requirements early in the RFQQ process. Vendors may submit specific complaints to the RFQQ Coordinator if the Vendor believes the RFQQ unduly constrains competition or contains inadequate or improper criteria. The complaint must be made in writing to the RFQQ Coordinator before the Vendor Complaints due date set forth in the *Schedule* (Section 2). The solicitation process may continue.

These complaints are **not** handled through the protest procedures outlined in Appendix C, *Protest Procedures*; however, the RFQQ Coordinator will forward a copy of the complaint to the appropriate DES personnel. Should a Vendor complaint identify a change that would be in the best interest of the State to make, DES may modify this RFQQ accordingly. The DES decision is final, and no further administrative appeal is available.

### **3.6 Response Contents**

The Response must contain information responding to all mandatory requirements in Sections 4 through 6, Vendor's exceptions and/or proposed revisions to the Proposed Master Contract (Appendix B), if applicable, and must include the signature of an authorized Vendor representative on all required documents.

Failure to provide any requested information in the prescribed format as outlined in Section 3.8 Response Presentation and Format Requirements may result in disqualification of the Vendor.

### **3.7 (M) Number of Response Copies Required**

One (1) complete copy of the Response, as outlined in Section 3.8 and submitted as outlined in Section 3.9, is required. A complete Response will be comprised of the Vendor's submittal related to the individual requirements listed herein and outlined in Appendix E, *Response Checklist*.

### **3.8 (M) Response Presentation and Format Requirements**

The following requirements are mandatory in responding to this RFQQ. Failure to follow these requirements shall result in Vendor **disqualification**.

- 3.8.1 Vendor must provide a Letter of Submittal as outlined in Subsection 4.1, signed by a representative authorized to bind the Vendor to a contractual relationship. Once completed

and signed, the Letter of Submittal should be scanned into a separate file, in a .bmp, .jpg, .jpeg, .tiff, or PDF format, labeled as “**VendorName\_ITPSLOS**” and saved as outlined in Appendix E for submission.

- 3.8.2 The signature block in Appendix A, *Certifications and Assurances*, must be signed by a representative authorized to bind the Vendor to the offer. Once completed and signed, Appendix A should be scanned into a separate file, in a .bmp, .jpg, .jpeg, .tiff, or PDF format, labeled as “**VendorName\_ITPSCA**” and saved as outlined in Appendix E for submission.
- 3.8.3 Vendor must respond to, or otherwise comply with, as outlined in each subsection, each question/requirement contained in Sections 4 through 6 of this RFQQ, and complete Appendices A, D, F, & G. Failure to comply with any applicable item may result in the Response being disqualified.
- 3.8.4 Each of the RFQQ requirements are numbered and titled. In each requirement title is a designation indicating how the Response will be evaluated:
  - a) For Mandatory requirements (**M**), the Vendor must comply with the requirement as directed in the respective subsection (e.g., if the subsection requires information to be provided in an appendix, providing that information in the appendix will meet that mandatory requirement). Vendor must indicate compliance in its *Certifications and Assurances* with all Mandatory requirements which do not require submission of specific information in Vendor’s Response.
  - b) For Mandatory Scored (**MS**) items, the Vendor must comply with each requirement as directed in the respective subsection (e.g., if the subsection requires information to be provided in an appendix, providing that information in the appendix will meet that mandatory requirement). Mandatory Scored items will be scored as described in Section 7.
- 3.8.5 Pages must be numbered consecutively within each section of the Response showing Response section number and page number.
- 3.8.6 For use herein, a “page” is defined as a single-sided document of eight and one-half by eleven (8 ½ x 11) inch paper with one inch margins. For word processing formatting purposes, use either “Arial” or “Times New Roman” with font no smaller than 10-points.
- 3.8.7 Response prices must be submitted using the *Price Quotation*, Appendix D. Separate price quotes attached to this document or submitted in some other form will **not** be accepted as a valid Response. Do not enter “N/A” in the Price Quotation spreadsheet if you are not responding in a particular category. Instead, enter zeros, or leave those cells blank.
- 3.8.8 The Response, as well as any reference materials presented by Vendor, must be written in English, and Vendor must provide all rates in United States dollars.
- 3.8.9 All files in the Vendor’s Response must be formatted in Microsoft Word, Microsoft Excel, PDF, or as otherwise outlined herein. Formats not identified herein may be accepted only with prior written approval of the RFQQ Coordinator. **DES will not accept zipped files.**
- 3.8.10 **Use of the file naming conventions as outlined in the applicable RFQQ section and Appendix E, *Response Checklist*, is mandatory.**
- 3.8.11 To keep file sizes to a minimum, Vendors are cautioned not to use unnecessary graphics in their proposal.

### 3.9 Delivery of Responses

The Response, in its entirety, must be received by DES no later than the time indicated in the *Schedule* set forth in Section 2. All Responses must be sent to the RFQQ Coordinator by e-mail addressed to: [iptsrefresh@dis.wa.gov](mailto:iptsrefresh@dis.wa.gov), unless other arrangements have been made and agreed to in advance and in writing by the RFQQ Coordinator. The "receive date/time" posted by DES's email system will be used as the official time stamp but may not reflect the exact time received.

**Vendors should allow sufficient time to ensure timely receipt of the proposal by the RFQQ Coordinator. Late Responses will not be accepted and will be automatically disqualified from further consideration.**

DES assumes no responsibility for delays caused by Vendor's e-mail, network problems or any other party. **All Responses must strictly adhere to the format and file naming conventions set forth in Appendix E.** Zipped files cannot be received by DES and must not be used for submission of Responses.

**All proposals and any accompanying documentation become the property of DES and will not be returned.**

**Responses may not be transmitted using facsimile transmission.**

### 3.10 Cost of Response Preparation

DES will not reimburse Vendors for any costs associated with preparing or presenting a Response to this RFQQ.

### 3.11 Response Property of DES

All materials submitted in response to this solicitation become the property of DES. DES has the right to use any of the ideas presented in any material offered. Selection or rejection of a Response does not affect this right.

### 3.12 Proprietary or Confidential Information

Any information contained in the Response that is proprietary or confidential must be clearly designated. **Marking of the entire Response or entire sections of the Response as proprietary or confidential will not be accepted nor honored; any such Responses will be disqualified. DES will not accept Responses where pricing is marked proprietary or confidential, and the Response will be rejected and disqualified.** Vendors must state in their Letter of Submittal (see Section 4.1 below) whether their Response contains any proprietary or confidential information.

To the extent consistent with chapter 42.56 RCW, the Public Disclosure Act, DES shall maintain the confidentiality of Vendor's information marked confidential or proprietary. If a request is made to view Vendor's proprietary information, DES will notify Vendor of the request and of the date that the records will be released to the requester unless Vendor obtains a court order enjoining that disclosure. If Vendor fails to obtain the court order enjoining disclosure, DES will release the requested information on the date specified.

The State's sole responsibility shall be limited to maintaining the above data in a secure area and to notify Vendor of any request(s) for disclosure for so long as DES retains Vendor's information in DES records. Failure to so label such materials or failure to timely respond after notice of request for public disclosure has been given shall be deemed a waiver by Vendor of any claim that such materials are exempt from disclosure.

### 3.13 Waive Minor Administrative Irregularities

DES reserves the right to waive minor administrative irregularities contained in any Response. Additionally, DES reserves the right, at its sole option, to make corrections to Vendors' Responses when an obvious arithmetical error has been made in the price quotation. Vendors will not be allowed to make changes to their quoted price after the Response submission deadline.

### 3.14 Errors in Response

Vendors are liable for all errors or omissions contained in their Responses. Vendors will not be allowed to alter Response documents after the deadline for Response submission. DES is not liable for any errors in Responses. DES reserves the right to contact Vendor for clarification of Response contents.

In those cases where it is unclear to what extent a requirement or price has been addressed, the evaluation team(s) may, at their discretion and acting through the RFQQ Coordinator, contact a Vendor to clarify specific points in the submitted Response. However, under no circumstances will the responding Vendor be allowed to make changes to the proposed items after the deadline stated for receipt of Responses.

### 3.15 Amendments and Revisions

DES reserves the right to revise the Schedule or other portions of this RFQQ at any time. DES may correct errors in the solicitation document identified by DES or a Vendor. Any changes or corrections will be by one or more written amendment(s), dated, and posted with this solicitation document on the DES website at <http://des.wa.gov/services/technology-procurement-announcements>. **Vendors are responsible for checking this site for changes and should do so frequently.** DES will not be responsible for notifying Vendors of changes in any other manner. All changes must be authorized and issued in writing by the RFQQ Coordinator. If there is any conflict between amendments, or between an amendment and the RFQQ, whichever document was issued last in time shall be controlling. In the event that it is necessary to revise or correct any portion of the RFQQ, a notice will be posted at <http://des.wa.gov/services/technology-procurement-announcements>.

### 3.16 Right to Cancel

With respect to all or part of this RFQQ, DES reserves the right to cancel or reissue at any time without obligation or liability.

### 3.17 Contract Requirements

A Contract based on model information technology contract terms and conditions has been included as Appendix B.

To be responsive, Vendors must indicate a willingness to enter into a Contract substantially the same as the Contract in Appendix B by signing the *Certifications and Assurances* located in Appendix A. Vendors who currently hold an ITPS Master Contract with DES must indicate their willingness to execute an amendment to their current Master Contract to bring it into substantial conformance with the Contract in Appendix B.

Any specific areas of dispute with the attached terms and conditions must be identified in the Response and may, at the sole discretion of DES, be grounds for disqualification from further consideration in the award of a Contract.

Under no circumstances is a Vendor to submit their own standard contract terms and conditions as a response to this solicitation. Instead, Vendor must review and identify the language in Appendix B

that Vendor finds problematic, state the issue, and propose the language or contract modification Vendor is requesting. All of Vendor's exceptions to the contract terms and conditions in Appendix B must be submitted with the Response, in MS Word, and labeled as ***VendorName\_EXCEPTIONS.doc***. For all new ITPS Vendors, DES expects a final Contract signed by an ASV to be substantially the same as the Contract located in Appendix B. For ASVs who are existing ITPS Vendors seeking to add additional Technical Service Categories, DES expects the final amendment signed to include language to bring their current Master Contract into substantial conformance with the Contract in Appendix B.

The foregoing should not be interpreted to prohibit either party from proposing additional contract terms and conditions during negotiation of the final Contract or amendment, as the case may be.

An ASV will be expected to execute the new Contract or the amendment to an existing Contract within ten (10) Business Days of its receipt of the final Contract or amendment. If a selected Vendor fails to sign the Contract or amendment within the allotted ten (10) days time frame, DES may elect to cancel the award or cancel or reissue this solicitation (see Subsection 3.16, *Right to Cancel*). Vendor's submission of a Response to this solicitation constitutes acceptance of these contract requirements.

### **3.18 Incorporation of Documents into Contract**

This solicitation document, including any amendments or revisions, and the Response will be incorporated into any resulting Master Contract.

### **3.19 No Best and Final Offer**

DES reserves the right to make an award without further discussion of the Response submitted; *i.e.*, there will be no best and final offer request. Therefore, the Response should be submitted on the most favorable terms that Vendor intends to offer.

### **3.20 No Costs or Charges**

No costs or charges under the proposed Master Contract may be incurred before the Master Contract is fully executed.

### **3.21 Minority and Women's Business Enterprises (MWBE)**

In accordance with the legislative findings and policies set forth in [RCW 39.19](#), DES encourages participation in all of its Contracts by Minority and Woman Owned Business Enterprise (MWBE) firms, either self-identified or certified by the [Office of Minority and Women's Business Enterprises](#) (OMWBE). Participation may be either on a direct basis in response to this solicitation or as a Subcontractor to a Contractor. While DES does not give preferential treatment, it does seek equitable representation from the minority and women's business community. Vendors who are MWBE or intend to use MWBE Subcontractors are encouraged to identify the participating firm on Appendix G. For questions regarding the above, or to obtain information on certified firms for potential sub-contracting arrangements, contact Office of MWBE at (360) 753-9693.

### **3.22 Veteran-Owned Business Enterprise**

DES also strongly encourages participation of businesses owned by veterans. Vendors who are registered with the Washington State Department of Veterans Affairs are encouraged to identify the participating firm on Appendix G. No minimum level of veteran-owned business participation is required as a condition of receiving an award and no preference will be included in the evaluation of

Responses in accordance with chapter 43.60A RCW. For questions regarding the above, contact the Washington State Department of Veterans Affairs at (800) 562-0132.

### **3.23 No Obligation to Contract/Buy**

DES reserves the right to refrain from Contracting with any and all Vendors. Neither the release of this solicitation document nor the execution of a resulting Master Contract obligates DES or any Purchaser to make any purchases.

### **3.23 Non-Endorsement and Publicity**

In selecting a Vendor to supply Services to the state of Washington, the State is neither endorsing Vendor's services, nor suggesting that they are the best or only solution to the State's needs. By submitting a Response, Vendor agrees to make no reference to DES, Purchasers or the state of Washington in any literature, promotional material, brochures, sales presentation or the like, regardless of method of distribution, without the prior review and express written consent of DES or Purchaser, as applicable.

### **3.24 Withdrawal of Response**

Vendors may withdraw a Response that has been submitted at any time up to the Response due date and time (identified on the *Schedule*, Section 2). To accomplish Response withdrawal, a written request signed by an authorized representative of Vendor must be submitted to the RFQQ Coordinator. After withdrawing a previously submitted Response, Vendor may submit another Response at any time up to the Response submission deadline.

### **3.25 Optional Vendor Debriefing**

Only Vendors who submit a Response may request an optional debriefing conference to discuss the evaluation of their Response. The requested debriefing conference must occur within the date range specified in the *Schedule* (Section 2). The request must be in writing (fax or e-mail acceptable) and addressed to the RFQQ Coordinator.

The optional debriefing will not include any comparison between the Response and any other Responses submitted. However, DES will discuss the factors considered in the evaluation of the requesting the Response and address questions and concerns about Vendor's performance with regard to the solicitation requirements.

### **3.26 Protest Procedures**

Only Vendors who have submitted a Response to this solicitation and have had a debriefing conference may make protests. Upon completion of the debriefing conference, a Vendor is allowed five (5) Business Days to file a formal protest of the solicitation with the RFQQ Coordinator. Further information regarding the grounds for, filing and resolution of protests is contained in Appendix C, *Protest Procedures*.

### **3.27 Selection of Apparently Successful Vendor**

All Vendors responding to this solicitation will be notified by e-mail when DES has determined the ASVs who will constitute the unranked Vendor pool. The date of announcement of the ASVs will be the date the e-mail is sent.



### 3.28 Electronic Availability

The contents of this RFQQ and any amendments or revisions and written answers to questions will be available at <http://des.wa.gov/services/technology-procurement-announcements>. The documents will be available in Microsoft Word and Excel formats. **Vendors are responsible for checking this site for notices and changes and should do so frequently.**

## SECTION 4

### 4. VENDOR REQUIREMENTS

Respond to the following requirements per the instructions in Section 3.

#### 4.1 (M) Letter of Submittal

4.1.1 A Letter of Submittal on the Vendor's official business letterhead must be signed and dated by a person authorized to legally bind the Vendor to a contractual relationship. The Letter of Submittal must include the following specific items in the order indicated below:

- A statement that the Vendor's Response meets all the requirements set forth in the RFQQ and, if applicable, any amendments or revisions thereto; and
- A statement that acknowledges and agrees to all of the rights of DES including the RFQQ rules and procedures, terms and conditions, and all other rights and terms specified in the RFQQ and, if applicable, any amendments or revisions thereto; and
- A statement that the Vendor is aware of, has reviewed and acknowledges receiving notice of all RFQQ amendments and revisions that have been posted, as of the date of Vendor's Response, with specific reference made to each and every such amendment that has been issued. In the event that no amendments or revisions are issued, then the Vendor is to so declare; and
- If applicable, a declaration that the Vendor has experienced no Terminations for Default in the past five years, reference Subsection 4.8. *Prior Contract Performance*; and
- An itemization of all documents and other attachments being provided with the Vendor's Response; and
- An itemization of all ITPS Technical Service Categories, including Category number and title, to which Vendor is responding; and
- Vendor must state specifically whether or not their Response contains any Proprietary or Confidential information and identify where the Proprietary or Confidential information is in Vendor's response; and
- Vendor may include any other topics, statements or information in the Letter of Submittal that it deems appropriate and wishes to convey to DES.

4.1.2 Vendors must provide their own Letter of Submittal.

4.1.3 This document, once completed and signed, should be scanned into a separate file, in .bmp, .jpg, .jpeg, .tiff or PDF format, labeled as "***VendorName\_ITPSLOS***" and submitted as a separate email attachment with Vendor's Response as outlined in Appendix E, *Response Checklist*.

#### 4.2 (M) Vendor Profile

Vendor must complete the *Vendor Profile*, Appendix G, and provide all of the following required information. **The Vendor Profile must be completed and submitted as a separate attachment in Microsoft Excel format only, labeled as *VendorName\_ITPSVP.xls***

4.2.1 Legal business name of the entity that will execute any Contract arising from this RFQQ. Identify name and formal address of legal business entity and include business phone number, FAX number, and website.

- 4.2.2 Identify Vendor's Legal Status (e.g. corporation, partnership, sole proprietorship, etc.). Include the year the entity was organized to do business as the entity now substantially exists.
- 4.2.3 Identify Vendor's Principal Officer and include the formal title (e.g. President, CEO, etc.). Include the Principal Officer's business address and phone number.
- 4.2.4 Identify Vendor's WA State Uniform Business Identifier (UBI) number, see also Subsection 4.4.
- 4.2.5 Identify Vendor's (or Subcontractor's) current OMWBE or Veteran-owned business certification number(s), see also Subsections 3.21 and 3.22. If Vendor is not a certified minority, woman, or veteran-owned business enterprise, but still identifies itself such an entity, please so indicate.
- 4.2.6 Identify the primary office location Vendor proposes to service DES's account under any Master Contract issued as a result of this RFQQ. If different from the legal business location listed in Subsection 4.2.1 above, include complete address, phone and FAX number. If same as the legal business location in Subsection 4.2.1 above, insert the following sentence, "*Same as legal business location in 4.2.1 above.*"
- 4.2.7 Identify Vendor's primary and sole contact person for this RFQQ and Vendor's Response. Should the need arise for DES to clarify any portion of the Vendor's Response, an authorized representative of DES will attempt to contact this person. DES expects that this Vendor representative shall be timely and reasonable in all related communication with DES. This person shall also receive any formal correspondence related to this RFQQ including but not limited to ASV notification. Include name, title, address, phone and fax numbers, and email address.
- 4.2.8 Identify Vendor's proposed Account Manager as outlined in RFQQ Section 4.3 below. Include name, title, address, phone and fax numbers, and email address. Reference also Appendix B, *Proposed Master Contract*, Section 25.
- 4.2.9 Identify Vendor's point of contact for Legal Notices. Include name, title, address, phone and fax numbers, and email address. Reference Appendix B, *Proposed Master Contract*, Section 27.
- 4.2.10 This document, once completed, should be saved as a single file, in Microsoft Excel format, labeled as "**VendorName\_ITPSVP**" and submitted as a separate email attachment with Vendor's Response as outlined in Appendix E.

### **4.3 (M) Vendor Account Manager**

Vendor must designate an Account Manager who will be the principal point of contact for the DES Master Contract Administrator for the duration of any Master Contract. Vendor's Account Manager will serve as the focal point for business matters, performance matters, and administrative activities. To be considered responsive to this Mandatory requirement, Vendor must identify their proposed Account Manager in Appendix G, *Vendor Profile*, item 4.2.8. Reference also, Section 29 of the attached *Proposed Master Contract* (Appendix B).

### **4.4 (M) Vendor Licensed to do Business in Washington**

Within thirty (30) days of being identified as an ASV, Vendor must be licensed to conduct business in Washington, including registering with the Washington State Department of Revenue. The Vendor must collect and report all applicable taxes. Vendor must identify their Uniform Business Identifier number in Appendix G, *Vendor Profile*. See item 4.2.4. If the Vendor has not received a formal UBI number at time of Response, indicate the following "In process." For more information related to

becoming licensed to conduct business in Washington, visit the following website, <http://dor.wa.gov/content/doingbusiness/registermybusiness/default.aspx>. DES will verify the licensing status of ASVs prior to executing any Master Contract.

#### **4.5 (M) Statewide Vendor Registration**

Vendors who are awarded a Master Contract under this RFQQ must register in the Statewide Vendor Payment Registration system prior to being awarded a Work Order under the Second-Tier competitive process. DES maintains a central contractor registration file for Washington State agencies to process contractor payments. Purchasers who are Washington state agencies cannot make payments to vendors until the vendor is registered.

To obtain registration materials go to <http://www.ofm.wa.gov/isd/vendors.asp>. The form has two parts; Part 1 is the information required to meet the above mandatory registration requirement. Part 2 allows the state to pay invoices electronically with direct deposit. The State of Washington urges all vendors to sign up for this payment option. The State of Washington currently makes direct deposit payments using the CCD (Cash Concentration or disbursement) format and mails invoice / account information to vendors two days prior to the date of deposit.

#### **4.6 (M) Washington's Electronic Business Solution Registration**

Vendors must register in Washington's Electronic Business Solution (WEBS) prior to being awarded a Master Contract under this solicitation. WEBS is an Internet vendor registration and bid notification system administered by DES. WEBS is the primary system that will be used by Purchasers to conduct ITPS Second-Tier competitions.

To register in WEBS go to <http://www.ga.wa.gov/Business/3start.htm>. For more information about WEBS please contact WEBS Customer Service by phone (360) 902-7400 or email [webcustomerservice@ga.wa.gov](mailto:webcustomerservice@ga.wa.gov).

DES will verify registration status of ASVs prior to executing any Master Contract.

#### **4.7 (M) Use of Subcontractors**

##### **4.7.1 First-Tier**

DES will accept Responses that include third party involvement only if the Vendor submitting the Response agrees to take complete responsibility for all actions of such Subcontractors.

##### **4.7.2 Second-Tier**

With prior written permission from Purchaser, Vendor may enter into subcontracts with third parties for its performance of any part of Vendor's duties and obligations under a Second-Tier Work Order.

##### **4.7.3 Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 RCW. Vendors should familiarize themselves with the requirements prior to submitting a Response.**

#### **4.8 (M) Prior Contract Performance**

Vendor must submit full details of all Terminations for Default for performance similar to the Services requested by this RFQQ that have been experienced by the Vendor in the past five (5) years, including the other party's name, address and telephone number.

“Termination for Default” is defined as notice to Vendor to stop performance due to the Vendor’s non-performance or poor performance and the issue was either: (a) not litigated; or (b) litigated and such litigation determined the Vendor to be in default.

Vendor must describe the deficiencies in performance, and describe whether and how the deficiencies were remedied. Vendor must present any other information pertinent to its position on the matter. Vendor must present any such information in its Response to Appendix A, *Certifications and Assurances*.

DES will evaluate the information and may, at its sole discretion, reject the Response if the information indicates that completion of a Contract or Work Order resulting from this RFQQ may be jeopardized by selection of the Vendor.

If the Vendor has experienced no such Terminations for Default in the past five years, so declare in the Vendor’s Letter of Submittal, reference Subsection 4.1 *Letter of Submittal*.

#### **4.9 (M) Reporting**

The ASV must agree to submit to DES a quarterly report of all purchases made from any resulting Master Contract. The report must identify: (1) the Master Contract number; (2) each Purchaser making purchases during the reporting quarter; (3) the total purchases by each Purchaser; (4) the total invoice price, excluding sales tax and excluding the DES Master Contract Administration Fee, for each Purchaser; (5) the sum of all invoice prices, excluding sales tax and excluding the DES Master Contract Administration Fees, for all Purchasers; and (6) the amount of the *DES Master Contract Administration Fee* (see Subsection 1.12).

The report and Administration Fee must be received by the 15th calendar day of the quarter following the month in which Vendor invoiced Purchaser. Reports are required to be submitted electronically, in the DES provided Microsoft Excel format. Quarterly reports are required even if no activity occurred. Vendors will find a complete description of the specific reporting requirements in the proposed contract terms in Appendix B, *Proposed Master Contract*.

DES shall have the right to examine Vendor’s records associated with purchases under any Master Contract resulting from this solicitation in order to ensure compliance with all requirements of this solicitation and the Master Contract.

#### **4.10 (M) Insurance**

All ASVs will be required to obtain insurance to protect the State should there be any claims, suits, actions, costs, or damages or expenses arising from any negligent or intentional act or omission of the Vendor or its Subcontractor(s), or their agents, while performing work under the terms of any Contract resulting from this solicitation. Vendors will find a complete description of the specific insurance requirements in the proposed contract terms in Appendix B, *Proposed Master Contract*.

## SECTION 5

### 5. VENDOR QUALIFICATIONS

Respond to the following requirements per the instructions in Section 3. Evaluation scoring for Subsections 5.1 and 5.2 shall be referred to collectively as the “Universal Management Score” and will be used as the “Management” component of the overall evaluation formula as outlined in Subsection 7.6, *Vendor Total Service Category – Experience Level Combination Score*.

#### 5.1 (MS) Vendor Management Qualifications

Vendor must respond to all of the following Subsections 5.1.1 through 5.1.5. **Note: Vendors are to respond to these Section 5.1 subsections one (1) time only regardless of the number of Technical Service Categories responded to.**

- 5.1.1 Vendor Overview – Provide a brief description of Vendor’s entity (including primary business location(s), total number of employees and/or staff resources available to provide services relative to this RFQQ, areas of specialization and expertise, client base and any other pertinent information that would aid an evaluator in formulating a determination about the stability and strength of the entity, as well as the value and commitment of the Vendor as a resource to State government), including the Vendor organization’s experience, ability and history with providing services relevant to the scope and object of this RFQQ. Limit response to 1 page.
- 5.1.2 Organizational Chart - Provide an organization chart for the Vendor. Include all hierarchical levels for supporting work relevant to this RFQQ. Limit response to 1 page.
- 5.1.3 Staffing – Provide a brief description of Vendor’s process for recruiting and retaining qualified ITPS staff. For recruiting, describe how Vendor locates, recruits, screens, and engages new staff or personnel resources. For retention, describe how Vendor maintains the qualifications (e.g. continuing education, technical certification programs, etc.) of their staff or personnel resources. Limit response to 1 page.
- 5.1.4 Project Management Approach & Methodology – Provide a brief description of Vendor’s overall approach and methodology for managing and delivering successful, high-quality projects for the State. Include a description of Vendor’s methods related to internal controls and quality assurance for all work conducted by their staff or personnel resources. Limit response to 1 page.
- 5.1.5 Communication – Provide a brief description of Vendor methods used for ensuring proper and timely communication with Purchasers. Include a description of Vendor’s internal escalation process used when an issue arises that the Vendor’s local representative cannot resolve at their level and the associated hierarchical path taken until the issue is resolved. Limit response to 1 page.

#### 5.2 (MS) Vendor Client References

- 5.2.1 Vendor must submit a total of two (2) completed Client Reference Forms (see Appendix F). Clients shall be of the Vendor’s choice from among their commercial and/or government client base.
- 5.2.2 Each Client Reference Form submitted for Vendor shall be from a unique reference. In no event shall the Vendor submit both references from the same client. If the Vendor submits both references from the same client, both references shall be disallowed and zero evaluation points will be assigned to this portion of the evaluation. Vendors submitting only one (1)

completed Client Reference Form shall receive less than the full evaluation points available for this portion of the evaluation. In the event that more than two (2) completed Client Reference Forms are received, DES shall only include the first two received for evaluation purposes.

- 5.2.3 The Vendor services utilized by these clients must be similar and appropriate to those requested by this RFQQ and related to the Technical Service Category(-ies) in which the Vendor is responding. The services referenced must have been provided under an engagement to the client since January 1, 2009. The minimum duration for any such engagement shall be one hundred fifty (150) billable hours.
- 5.2.4 Client References must not be from an individual, company, or organization with any special interest, financial or otherwise, in the Vendor.
- 5.2.5 Vendor is responsible for providing the Client Reference Forms to their chosen clients and ensuring that its clients submit their reference information **no later than 12:00 p.m. noon March 22, 2012** directly to the DES email account for Responses: [itpsrefresh@dis.wa.gov](mailto:itpsrefresh@dis.wa.gov). The preferred method for submitting Client Reference Forms is as an attachment to email (if signed and scanned into .bmp, .jpg, .jpeg, .tiff or PDF format). The alternative method of delivery is via facsimile to the RFQQ Coordinator at the number specified in Section 3.1. Client Reference Forms received after this due date and time will not be allowed and will not be scored.
- 5.2.6 Vendor must select clients who will respond in a timely manner to the RFQQ Coordinator's telephone query with objective information concerning the reference and the services they have purchased. DES reserves the right to be one of Vendor's client references based on DES's prior experience with Vendor, and to have DES's Client Reference Form evaluated. DES reserves the right to contact other clients or persons identified when checking references.

### 5.3 (M) Experience Levels

Vendor must provide contracted personnel according to the Experience Levels shown below. Capability means that proposed contract staff would be ready to report to work within fifteen (15) Business Days from the date of interview and acceptance by a Purchaser. The number of years associated with any experience level is considered a guideline. DES recognizes that Vendor personnel may achieve a specific experience level prior to the stated number of years. However, it is incumbent on the Vendor to emphasize the qualifications of their proposed staff and their ability to work at the requested level consistent with industry standards as this will form the basis for evaluation.

#### 5.3.1 Expert Level

- 5.3.1.1 *Qualifications* – Vendor's proposed staff must have a minimum of eight (8) years experience or ability to clearly demonstrate that their experience includes, but is not limited to: increasing levels of responsibilities and demonstrated superior knowledge, skills and abilities associated with the Technical Service Category proposed, as well as extensive supervisory or management responsibility. Must possess effective leadership and client interaction skills, exhibit a professional commitment to getting their work done and possess personal qualities that contribute to the positive work team environment. At this Expert level, Vendor staff is expected to be able to quickly assess a new situation and provide detailed guidance, mentoring, and/or problem resolution in the face of new or unfamiliar concepts and tools and oversee and assist others to successfully address these challenges in order to implement high quality

successful solutions. At this Expert level, Vendor staff will possess a highly developed understanding of the marketplace (industry standards and best of breed) and significant experience in the state government information technology acquisition process.

- 5.3.1.2 *Typical Work* – Vendor staff at this Expert level and experience typically performs work that includes, but is not limited to: advanced applications programming, analysis, design and creation of application systems, and/or systems programming responsibilities from individual system languages to overall systems configuration, fault diagnosis and isolation, strategic planning, performance measurement and capacity planning and management and/or network design, implementation and performance testing. In addition, Vendor staff will be expected to have had extensive involvement in analysis and requirements development, project management, applied quality control practices, and to have had complete responsibility for complete systems testing and implementation. Vendor staff also must possess effective client interaction skills, exhibit a professional commitment to getting their work done and possess personal qualities that contribute to the work team environment. At this Expert level, Vendor staff is expected to be able to quickly assess a new situation and provide detailed guidance or problem resolution in the face of new or unfamiliar concepts and tools and oversee and assist others to successfully address these challenges. Under supervision of the Purchaser, at this Expert level, Vendor staff is expected to handle exceptional problems which come to light during the project, to define, design, and create methods and processes to resolve specific problems and/or improve the efficiency/productivity of processes. Vendor staff at the Expert level leads or participates in meetings or discussion groups, interacts with the Purchaser's technical staff and assists Vendor staff in successfully executing their responsibilities. Expert level staff may supervise subordinate Vendor staff.

## 5.3.2 Senior Level

- 5.3.2.1 *Qualifications* - Vendor's proposed staff must have a minimum of five (5) years experience or ability to clearly demonstrate that their experience includes, but is not limited to: increasing levels of responsibilities and demonstrated excellent knowledge, skills and abilities associated with the Technical Service Category proposed, as well as extensive supervisory responsibility. The Senior level Vendor staff must possess effective client interaction skills, and ability to translate business requirements into a strong system design, plus exhibit a professional commitment to getting their work done and possess personal qualities that contribute to the positive work team environment. At this Senior level, Vendor staff are expected to be able to adapt to new and unfamiliar concepts quickly with no assistance. Senior Vendor staff will possess a well-developed understanding of the marketplace (industry standards and best of breed) and have a good working knowledge and experience in the state government information technology acquisition process.

- 5.3.2.2 *Typical Work* – Vendor staff at this Senior level and experience typically performs work that includes, but is not limited to: independently, or under supervision of Purchaser or a higher level Vendor staff, assisting in the definition, design, test, documentation and/or modification of Telecommunications/Information Technology systems and networks, performing complex network and security analysis, design, development, installation, maintenance, support, tuning, and/or monitoring tasks, participating in all phases



of the acquisition process and in client meetings, providing project management as required, interacting with Purchaser and other Vendor technical staff, and assisting and/or supervising less experienced consultants.

### 5.3.3 Journey Level

5.3.3.1 *Qualifications* - Vendor's proposed staff at the Journey level must have a minimum of three (3) years of recent experience and demonstrated journey level knowledge skills, and abilities in the Technical Service Category proposed. Vendor staff at the Journey level must have demonstrated, through the quality of their work, an above-average aptitude and thorough knowledge of the skills and abilities associated with the Technical Service Category proposed. Vendor staff at the Journey level must have demonstrated their ability in systems analysis, and project management concepts and techniques, plus have a professional commitment to getting their work done and personal qualities that contribute to the positive work team environment. At this Journey level, Vendor staff is expected to be able to adapt to new and unfamiliar concepts and tools with minimal assistance.

5.3.3.2 *Typical Work* - Under the supervision of Purchaser staff or a Vendor's senior skill level technician or other project individual, Journey level staff tests, documents and/or modifies computer based applications; performs data network development, installation, maintenance, and/or monitoring tasks; or handles video conferencing operations and staging duties. Vendor's Journey level staff are expected to participate in meetings or discussion groups and interact with technical staff.

### 5.3.4 Junior Level

5.3.4.1 *Qualifications* - Vendor's proposed staff must have a minimum of one (1) year of recent experience and demonstrated knowledge skills, and abilities in the Technical Service Category proposed. Vendor staff at the Junior level must have demonstrated, through the quality of their work, an above average aptitude for the required skills, a professional commitment to getting their work done and personal qualities that contribute to a positive team environment. At this Junior level, Vendor staff are expected to be able to adapt to new and unfamiliar concepts and tools.

5.3.4.2 *Typical Work* - Under the supervision of Purchaser staff or a Vendor's senior skill level technician, or other project staff, Vendor staff at the Junior level produces or modifies programs, tests, and documents computer based applications; performs basic data network development, installation, maintenance, and/or monitoring tasks. Junior level staff are expected to participate in meetings or discussion groups.

## 5.4 (MS) Technical Service Category Project Experience and Résumés

Vendor may submit a response for one, several, or all of the Technical Service Categories listed in Appendix H. Each category will be evaluated independently of every other category (see Section 7 of this RFQQ). Accordingly, Vendor must provide the information requested in this Subsection 5.4 separately for each Technical Service Category in which the Vendor is responding. It is not mandatory that Vendor has experience in **all** skills/qualifications itemized in each Technical Service

Category to which the Vendor is responding. However, those Vendors who are able to identify the most extensive related experience will receive the highest evaluation scores.

#### **5.4.1 Project Experience**

For each Technical Service Category for which the Vendor is responding, describe two (2) client projects for which the Vendor has provided at least one-hundred-fifty (150) billable hours of relevant Services since January 1, 2009. Vendors may submit less than two (2) projects, but doing so will lower the Vendor's possible evaluation score for this element in that category. Limit response to 2 pages. (1 project per page preferred.)

Each project description submitted must include:

- Project title or name.
- Project duration - start and end dates.
- Client company name.
- Client contact name, phone and/or email.\*
- Overview of statement of work or project goals.
- Overview of project deliverables.
- Main technical skills utilized for project.
- Project summary including outcomes achieved.

\* By providing a contact name in Response to this subsection, Vendor is granting permission for the RFQQ Coordinator to contact this person regarding the Vendor's project to validate the information provided. It is the Vendor's responsibility to alert the contact that they have been identified in Vendor's Response and that DES may be contacting them.

#### **5.4.2 Résumés**

For each Technical Service Category for which the Vendor is responding, provide one (1) professional résumé describing the educational and work experiences for a candidate on Vendor's staff who best represents the Vendor's ability to provide highly qualified resources to the State. Include a résumé for the highest Experience Level Price proposed.

Each candidate for whom a résumé is provided must have provided at least one-hundred-fifty (150) billable hours of relevant services for Vendor since January 1, 2009. Vendors must remove all personal identification information from résumés prior to submittal (e.g., Social Security number, address, and telephone numbers).

A single member of a Vendor's staff may be used to qualify the Vendor in more than one of the Technical Service Categories provided that the Vendor clearly demonstrates the individual's unique experience and qualification for each Technical Service Category responded to.

Do not exceed two pages for the résumé. **Résumés shall not contain any personal confidential or proprietary information such as Social Security numbers or Tax Identification Numbers, etc.** At a minimum, the résumé should contain the following information:

- Technical Service Category Number and Title.
- Name of Candidate and Work Title.
- Experience Level.
- Employment Status with Vendor.
- Number of Years Experience.
- Related Work Experience Summary.
- Education/Certifications.

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 RCW. Vendors should familiarize themselves with the requirements prior to submitting a Response.

## SECTION 6

### 6. VENDOR QUOTATION

Respond to the following requirements per the instructions in Section 3 and this section.

#### 6.1 Overview

The ITPS Program is intended to provide high quality results that best meet the State's needs at the lowest cost and best value.

Contract prices must include all cost components needed for provisioning the Services described in Section 5, *Vendor Qualifications*.

The State makes no volume commitment in this solicitation; the proposed pricing levels should reflect the extensive statewide market provided by the statewide Master Contract as stated in Section 1.11, *Types and Components of Contract*. The prices on the Master Contract should be considered maximum or "ceiling" prices. On a project by project basis, a Contractor may elect to provide Services at a lower price than that originally established in their Master Contract.

#### 6.2 (M) Financial Grounds for Disqualification

Failure to identify all pricing quotations in a manner consistent with the instructions in this RFQQ is sufficient grounds for disqualification.

#### 6.3 (M) Taxes

Vendor must collect and report all applicable state taxes as set forth in Section 4.4, *Vendor Licensed to do Business in Washington*. Taxes are not assessed against the Master Contract administration fee. Vendor must not include taxes on the *Price Quotation form*, Appendix D.

#### 6.4 (MS) Price Quotation

6.4.1 Vendor must provide a not-to-exceed hourly rate Price quote for the initial contract period for each Technical Service Category and Experience Level, as set forth herein, in which they are responding.

6.4.2 Vendor agrees that Prices quoted in their Response and included in any subsequent Contract and Work Order assumes work is performed at a Purchaser location in the state of Washington during Business Days and Hours. Overtime rates are not allowed unless required by state or federal law. Further, Prices are to be considered all-inclusive hourly rates, i.e. rates include all overhead costs (insurance, DES Master Contract Administration Fee, etc.) except, in limited circumstances, travel (see Subsection 6.5 below).

6.4.3 (M) Vendor's use of the *Price Quotation* spreadsheet as outlined in Appendix D is **mandatory**. This spreadsheet must be completed according to the instructions set forth in Appendix E and submitted as a separate attachment, labeled according to the convention "*VendorName\_ITSPPRICE.xls*" in Microsoft Excel format only.

## **6.5 (M) Miscellaneous Expenses**

Expenses related to day-to-day performance under any Contract, including but not limited to, travel, lodging, meals, and incidentals will **not** typically be reimbursed to the Vendor. Notwithstanding the forgoing, the State recognizes that there may be occasions when the Vendor will be required by Purchaser to travel. In such case, Contractors must obtain prior written approval from Purchaser for reimbursement of any such expenses. Where approved, such reimbursement shall be at rates not to exceed then-current rules, regulations, and guidelines for State employees published by the Washington State Office of Financial Management set forth in the *Washington State Administrative and Accounting Manual* (SAAM) (<http://www.ofm.wa.gov/policy/contents.asp>), and not to exceed expenses actually incurred.

## **6.6 (M) Price Protection**

For the Initial Term of the Contract, the Vendor must guarantee to provide Services at no higher than the proposed rates. Prices quoted shall not be increased during the Initial Term of any Contract.

Economic Price Adjustments - If DES elects to extend any Master Contract for a Renewal Term, the Contract pricing for the Renewal Term shall be automatically increased or decreased, as applicable, by DES by not more than the percentage increase/decrease of the U.S. Department of Labor "Consumer Price Index, US City Average, All Items, Not Seasonally Adjusted" (CPI-U, Series Id: CUUR0000SA0).

The baseline index shall be the index announced for April of the previous year. The allowable percent change shall be calculated by subtracting the baseline index from the index announced for the April in which the renewal option is exercised, and dividing the result by the baseline index. The allowable percent change shall be rounded to the nearest one-hundredth of one percent and shall be the maximum price adjustment permitted. Contractor may offer price decreases in excess of the allowable CPI-U percent change at any time. See the Proposed Master Contract in Appendix B for further details.

## SECTION 7

### 7. EVALUATION PROCESS

#### 7.1 Overview

There may be multiple Master Contracts awarded as a result of this RFQQ process. The evaluation process is designed to award Contracts to those Vendors with the best combination of price Quotations and Qualifications based upon the evaluation criteria. This process is not designed to award Contracts merely or solely on the basis of the lowest price Quotations.

Vendor's Responses will be scored based on their Total Points for each Technical Service Category and Experience-level combination proposed (e.g. Category 1-Expert, Category 1-Senior, etc.). The Apparently Successful Vendors (ASV) will be those Vendors meeting all RFQQ administrative and mandatory requirements and having received at least **750** of the **1,000** possible Total Points in at least one Technical Service Category-Experience Level combination, as described below in Section 7.6, *Vendor Total Service Category – Experience Level Combination Score*.

#### 7.2 Administrative Screening

Responses will be reviewed initially by the RFQQ Coordinator and authorized State personnel to determine, on a pass/fail basis, whether each Response meets all the administrative requirements set forth in Section 3, *Administrative Requirements*. Evaluation teams will only evaluate Responses that have met all administrative requirements.

#### 7.3 Mandatory Requirements

Responses meeting all of the administrative requirements will be reviewed, on a pass/fail, basis to determine if the Response meets all of the Mandatory requirements set forth in Sections 4, 5, & 6. Only Responses meeting all Mandatory requirements in Sections 4, 5, & 6 will be further evaluated.

The State reserves the right to determine at its sole discretion whether a Vendor's response to a Mandatory requirement is sufficient to pass. However, if all responding Vendors fail to meet any single Mandatory item, DES reserves the right, at its option, to either: (1) cancel the procurement, or (2) revise or delete the Mandatory item.

#### 7.4 Allocation of Points

The Mandatory Scored (MS) sections of each Response will be assigned points based on their relative importance, with a total possible score of 1,000 points, as shown below:

<b>Management</b> <ul style="list-style-type: none"><li>• Vendor Management Qualifications (Subsection 5.1)</li><li>• Vendor Client References (Subsection 5.2)</li></ul>	<b>300 points/ 30 percent</b> <ul style="list-style-type: none"><li>• 150 points/ 15 percent</li><li>• 150 points/ 15 percent</li></ul>
<b>Technical</b> <ul style="list-style-type: none"><li>• Vendor Technical Project Experience (Subsection 5.4.1)</li><li>• Résumés (Subsection 5.4.2)</li></ul>	<b>500 points/ 50 percent</b> <ul style="list-style-type: none"><li>• 300 points/ 30 percent</li><li>• 200 points/ 20 percent</li></ul>
<b>Price Quotation</b> (Subsection 6.4)	<b>200 points/ 20 percent</b>
<b>Total Possible Points</b>	<b>1,000 points</b>

## 7.5 Qualitative Review and Scoring

Only Responses that pass the administrative screening and Mandatory requirements review will be evaluated and scored based on Vendor's Response to the scored requirements in the RFQQ. Responses receiving a "0" on any Mandatory Scored (MS) element may be disqualified.

### Experience and Skill Qualifications Evaluation

Each scored element in Subsections 5.1, 5.2, 5.4.1 and 5.4.2 of the Vendor's Response will be given an individual numerical score of 0-50 by each team evaluator. Then, the individual evaluator scores will be totaled and averaged. The averaged score will then be multiplied by the weighting factor indicated below in order to convert the evaluators' average numerical score into the appropriate number of points for the Subsection based on the overall allocation table shown above in Section 7.4. The final averaged, weighted Subsection point score will be used in the calculation of Vendor's total score, as set forth below in Section 7.6, *Vendor Total Service Category – Experience Level Combination Score*.

Numerical Ranges: Numerical scores will be assigned by Evaluators based on the quality of the Response to each experience/skill requirement. Evaluators will assign each scored element a whole number score, on a 0-50 range within the appropriate range as outlined in the following table:

0	Unsatisfactory	Capability is non-responsive or wholly inadequate.
1-12	Marginal	Capability is substandard and barely meets minimal qualifications
13-25	Below Average	Capability is substandard to that which is average or expected as the norm.
26-35	Average	Capability is what is expected as the norm.
36-44	Above Average	Capability is better than that which is average or expected as the norm.
45-50	Exceptional	Capability is clearly superior to that which is average or expected as the norm.

Weighting: The following weightings will be used to convert the whole number scores assigned by Evaluators based on the 0-50 scale into the appropriate number of points based on the 1,000 point allocation scale described in Section 7.4 above. The Weightings for Subsection 5.1, 5.2, 5.4.1, and 5.4.2 will be as outlined in the following table:

<i>Subsection</i>	<i>Weighting</i>
5.1	0.60
5.2	1.50
5.4.1	3.00
5.4.2	4.00

Evaluation Formula for Subsections 5.1, 5.2, 5.4.1, and 5.4.2:

$\frac{(\text{Sum of Individual Evaluators Subsection Scores})}{\text{Number of Evaluators}} \times \text{Weighting}$
---

**= Vendor's Weighted, Average Subsection Score**

**Note:** All results from the evaluation scoring from Subsections 5.1, 5.2, 5.4.1, & 5.4.2 will be **rounded up or down** to the nearest one hundredth of a percent.

Price Quotation Evaluation

Evaluators will calculate the score for the Price Quotation section of the Response using Vendor's Price Quotation (see Section 6.4). This score will be used in the calculation of Vendor's total score, as set forth in Section 7.6, *Vendor Total Service Category – Experience Level Combination Score*.

As outlined in Subsection 6.4.1, Vendors must submit Price Quotations for each Experience Level they are proposing within each Technical Service Category in which they are responding. All Price Quotations received for each Category - Experience Level combination will be totaled and averaged.

Vendors whose individual Price Quotation falls at or below the overall average Price for each specific Category – Experience Level combination will receive the 200 maximum points/score. Vendors' whose individual Price Quotation is above the overall Category – Experience Level combination average Price will receive a score according to the formula in the table directly below:

$\frac{\text{Category-Experience Level Average Price}}{\text{Vendor's Category-Experience Level Price}} \times 200 \text{ points} = \text{Vendor's Price Quotation Score}$
--

**Example:**

*Vendors A, B, C & D each quoted a set of Prices for the same Technical Service Category and various Experience Levels.*

Experience Level	Vendor A Price	Vendor B Price	Vendor C Price	Vendor D Price	Average Price
Expert	\$ 80.00	\$ 90.00	\$ 170.00	\$ 145.00	<b>\$ 121.25</b>
Senior	\$ 70.00	\$ 80.00	\$ 155.00		<b>\$ 101.67</b>
Journey	\$ 60.00		\$ 125.00		<b>\$ 92.50</b>
Junior	\$ 50.00		\$ 100.00		<b>\$ 75.00</b>

Results:

Experience Level	Vendor A Points	Vendor B Points	Vendor C Points	Vendor D Points
Expert	200	200	142.65	167.24
Senior	200	200	131.19	
Journey	200		148	
Junior	200		150	

**Note:** All results from the Price Quotation evaluation will be **rounded up or down** to the nearest one hundredth. For example, an evaluation score of 167.2413 will become 167.24 and 142.6471 becomes 142.65.

## **7.6 Vendor Total Service Category – Experience Level Combination Score**

Vendor's Total Score for each Technical Service Category – Experience Level combination proposed will be calculated as follows:

$\text{Total Score} = \text{Universal Management Score (Subsection 5.1 Score + Subsection 5.2 Score)} + \text{Technical Skill Category Score (Subsection 5.4.1 Score per Technical Skill Category + Subsection 5.4.2 Score per$
---



Technical Skill Category) + <b>Price Quotation Score</b> (Subsection 6.4 Score per Technical Skill Category/Experience Level) = <b>Vendor's Total Service Category/Experience Level Score</b>
---

**Note:** A separate score will be calculated for each Technical Skill Category – Experience Level combination in which the Vendor is responding.

## **7.7 Selection of Apparently Successful Vendor**

DES intends to select each Vendor scoring at least **750** points in at least one Technical Service Category – Experience Level combination as an ASV for that Technical Service Category – Experience Level combination. Vendors may therefore be successful in none or any combination of Technical Skill Category(-ies) – Experience Level(s) proposed. DES will enter into contract negotiations with each ASV. Should contract negotiations fail to be completed within one (1) month after initiation, DES may immediately cease contract negotiations and declare the Vendor disqualified and further, may remove the Vendor from further participation in the selection process. DES, at its discretion, may lower the cutoff score on a Technical Service Category – Experience Level if, in DES's sole judgment, it is in the best interests of the State.

## **APPENDIX A**

### **CERTIFICATIONS AND ASSURANCES**

*Information Technology Professional Services RFQQ No. T12-RFQQ-014* Issued by the State of  
Washington Department of Enterprise Services

Posted separately on the DES Web site at: <http://des.wa.gov/services/technology-procurement-announcements>

## **APPENDIX B**

### **PROPOSED MASTER CONTRACT**

Terms and Conditions  
For  
Information Technology Professional Services Proposed Master Contract

Posted separately on the DES Web site at: <http://des.wa.gov/services/technology-procurement-announcements>

## **APPENDIX C**

### **PROTEST PROCEDURES**

#### **I. Resolution of Complaints and Protests.**

##### **A. Complaints Procedure.**

1. A complaint may be made before a vendor responds to a solicitation document if the vendor believes that the document unduly constrains competition or contains inadequate or improper criteria.
2. The written complaint must be made to the issuing agency before the due date of the solicitation response. The agency solicitation process may, however, continue.
3. The receiving agency will immediately forward a copy of the complaint to DES and OCIO. The receiving agency will also reply to the vendor with a proposed solution and advise DES and OCIO of its reply.
4. If the vendor rejects the agency's proposed solution, DES may direct modification of solicitation requirements or the schedule, direct withdrawal of the solicitation, or may take other steps that it finds appropriate. The DES decision is final; no further administrative appeal is available.

##### **B. Protests.**

1. Grounds for Protest.

Protests may be made after the agency conducting the acquisition has announced the apparently successful vendor and after the protesting vendor has had a debriefing conference with that agency. Protests may be made on only these grounds:

  - Arithmetic errors were made in computing the score.
  - The agency failed to follow procedures established in the solicitation document, the IT Investment Policy, the IT Investment Standards, or applicable state or federal laws or regulations.
  - There was bias, discrimination, or conflict of interest on the part of an evaluator.
2. Protest Process.
  - a. Protests are always initially made to the agency conducting the acquisition.
  - b. The protest letter must be signed by a person authorized to bind the vendor to a contractual relationship.
  - c. The agency must receive the written protest within five business days after the debriefing conference.
  - d. The agency will, in turn, immediately notify DES of receipt of the protest. It will also postpone further steps in the acquisition process until the protest has been resolved.
  - e. If DES is the acquiring agency, written protest must be made to DES within five business days after the debriefing conference. DES must postpone further steps in

the acquisition process until the protest has been resolved. DES will conduct a review using the same procedure that other agencies use.

- f. Individuals not involved in the protested acquisition will objectively review the written protest material submitted by the vendor and all other relevant facts known to the agency.
- g. The agency will deliver its written decision to the protesting vendor within five business days after receiving the protest, unless more time is needed. The protesting vendor will be notified if additional time is necessary.
- h. If the protesting vendor is not satisfied with the agency's decision, it may appeal. Appeal is made to DES unless DES was the acquiring agency or the acquisition requires ISB approval. Appeals in the latter two situations are made to the Office of Financial Management (OFM). The OFM appeal process is discussed below, after discussion of the DES appeal process.
- i. Written notice of appeal to DES must be received by DES within five business days after the vendor receives notification of the agency's decision.
- j. In conducting its review, DES will consider all available relevant facts. DES will resolve the appeal in one of the following ways:
  - Find that the protest lacks merit and upholding the agency's action.
  - Find only technical or harmless errors in the agency's acquisition process, determining the agency to be in substantial compliance, and rejecting the protest; or
  - Find merit in the protest and provide options to the agency, including:
    - Correcting errors and reevaluating all proposals;
    - Reissuing the solicitation document; or
    - Making other findings and determining other courses of action as appropriate.
- k. DES will issue a written decision within five business days after receipt of the notice of appeal, unless more time is needed. The protesting vendor will be notified if additional time is necessary. The DES determination is final; no further administrative appeal is available.
- l. If a protest arises from a DES acquisition, the vendor must follow the same protest procedure as that used with all other agencies. After DES as the acquiring agency has delivered its written decision to the protesting vendor, the vendor may appeal to OFM if it is not satisfied with DES' decision. Written notice of appeal must be received by OFM within five business days after the vendor received DES' decision. OFM will establish procedures to resolve the appeal. The resulting decision is final; no further administrative appeal is available.
- m. If a protest arises from an acquisition that requires ISB approval, the vendor may appeal to OFM if it is not satisfied with the acquiring agency's decision. Written notice of appeal must be received by OFM within five business days after the vendor received notification of the acquiring agency's decision. The protesting vendor does not first appeal to DES. OFM will establish procedures to resolve the appeal. The resulting decision is final; no further administrative appeal is available.

### 3. Form and Content.

A written protest must contain the facts and arguments upon which the protest is based and must be signed by a person authorized to bind the vendor to a contractual relationship. At a minimum, this must include:

- The name of the protesting vendor, its mailing address and phone number, and the name of the individual responsible for submission of the protest.
- Information about the acquisition and the acquisition method and name of the issuing agency.
- Specific and complete statement of the agency action(s) protested.
- Specific reference to the grounds for the protest.
- Description of the relief or corrective action requested.
- A copy of the issuing agency's written decision on the protest, for appeals to the DES and OFM.

## **APPENDIX D**

### **PRICE QUOTATION**

Posted separately on the DES Web site at: <http://des.wa.gov/services/technology-procurement-announcements>

## APPENDIX E

### RESPONSE CHECKLIST

In order to be considered responsive, Vendors must include, at a minimum, the following components in their RFQQ Response. Failure to include or properly document any of the following requirements may be grounds for disqualification.

#### General:

Vendor must properly respond to each question/requirement contained in Sections 4, 5, & 6 as per Sections 3.6 *Response Contents*, 3.7 *Number of Response Copies Required*, and 3.8 *Response Presentation, and Format*.

Each emailed Response must include the submitting Vendor's name as the first word of the subject line. You may break your email submission into multiple emails provided each email clearly indicates in the subject line its overall place in the series, as well as the total number of separate emails being sent. For example, if ABC Company is submitting their response as three separate emails, the subject line of the first should be "ABC Company Response 1 of 3"; the next email's subject line would be "ABC Company Response 2 of 3"; etc.

Required documents, formats and file naming conventions:

- ☐ Vendor's signed Letter of Submittal (Subsection 4.1).  
*Preferred Format: MS Word or PDF. File naming convention: **VendorName\_ITPSLOS.doc. or VendorName\_ITPSLOS.pdf.** Expectation: One (1) file, labeled with the proper naming convention, & attached to the Vendor's email submittal.*
- ☐ Vendor's signed and completed *Certifications and Assurances* (Appendix A).  
*Preferred Format: MS Word or PDF. File naming convention: **VendorName\_ITPSCA.doc. or VendorName\_ITPSCA.pdf.** Expectation: One (1) file, labeled with the proper naming convention, & attached to the Vendor's email submittal.*
- ☐ Vendor Profile (Subsection 4.2, Appendix G).  
*Required Format: MS Excel. File naming convention: **VendorName\_ITPSVP.xls.** Expectation: One (1) file, labeled with the proper naming convention, & attached to the Vendor's email submittal. In the contents of the file, Vendor must observe the following:*
  - Use the following format for all telephone and facsimile numbers: (123) 555-1234.
  - Use standard two-letter U.S. Postal Service abbreviations for state names in all addresses (e.g., "WA" rather than "Washington").
- ☐ Vendor Management Qualifications (Subsection 5.1)  
*Preferred Format: MS Word. File naming convention: **VendorName\_ITPSMGMT.doc.** Expectation: One (1) file, labeled with the proper naming convention, & attached to the Vendor's email submittal.*
- ☐ Vendor Client References (Subsection 5.2, Appendix F)  
*Preferred Format: MS Word. File naming convention: 1<sup>st</sup> reference e.g. "**VendorName\_ITPSCR1.doc**" and 2nd reference e.g. "**VendorName\_ITPSCR2.doc**", as applicable.*  
*Expectation: Two (2) files, submitted directly from Vendor's clients as outlined in Subsection 5.2.*
- ☐ Vendor Technical Project Experience & Résumé (Subsection 5.4)



*Preferred Format: MS Word. File naming convention: List proposed category number first, e.g. “12” and label as “12\_VendorName\_TECHPROJ.doc”. For multiple category submission, use this naming convention including the appropriate category number each time.*

Expectation: One (1) file for **each** Technical Service Category in which the vendor is responding, to include Vendor’s responses in Subsections 5.4.1 (Project Experiences) and 5.4.2 (Résumés), labeled with the proper naming convention, & attached to the Vendor’s email submittal.

- ☐ Price Quotation (Subsection 6.4, Appendix D)

***Required Format: MS Excel. File naming convention: VendorName\_ITPSPRICE.xls.***

Expectation: 1 file which includes a Price Quotation for **each** Experience Level for which the Vendor is proposing within each Technical Service Category in which the Vendor is responding, labeled as set forth above, & attached to the Vendor’s email submittal. In the contents of this file, Vendors must observe the following:

- Enter the Vendor’s name as indicated
- Enter whole numbers only for the categories and experience levels for which you are responding. If you are not proposing to offer services in a particular category or experience level, enter zero (0) or leave blank. Do not enter “N/A” or anything else for any categories or experience levels for which you are not responding.
- Do not add any shading or other special formatting to any of the cells, columns or rows of the spreadsheet. Do not make any changes to the spreadsheet template provided other than to enter your proposed rates.
- Do not include any exceptions, comments or special notations in this document. Any information of this nature must be included in Vendor’s Letter of Submittal and, as applicable, as part of Vendor’s Certifications and Assurances document as described in Section 3.17 of this RFQQ. Any exceptions to the Proposed Master Contract (Appendix B) should be attached as a separate file. See below.

Include the following, as applicable:

- ☐ Vendor’s exceptions and/or proposed revisions to the proposed *Master Contract* (Appendix B)

***Required Format: MS Word, with all exceptions and/or proposed revisions shown using the “Track Changes” feature of Word and the proposed Master Contract as the baseline document. File naming convention: VendorName\_EXCEPTIONS.doc***

A Vendor who is responding in a single Technical Service Category will include a *minimum* of six (6) files in their Response as outlined herein (not including contract exceptions or Client References, which must be submitted directly from Vendor’s clients). If a Vendor is responding in more than one Technical Service Category, the Vendor will include one additional file (for Subsection 5.4) for each additional Technical Service Category in their Response.

## **APPENDIX F**

### **CLIENT REFERENCE FORM**

Posted separately on the DES Web site at: <http://des.wa.gov/services/technology-procurement-announcements>

## **APPENDIX G VENDOR PROFILE**

Posted separately on the DES Web site at: <http://des.wa.gov/services/technology-procurement-announcements>

## **APPENDIX H**

### **ITPS TECHNICAL SERVICE CATEGORY DESCRIPTIONS**

Posted separately on the DES Web site at: <http://des.wa.gov/services/technology-procurement-announcements>